

HOSPITALITY MANAGEMENT WORK EXPERIENCE DIPLOMA

MTI's Hospitality Management Internship Program is designed for International students that want to acquire Canadian skills and knowledge in the hospitality industry. The world of Hospitality is a fast growing industry full of exciting opportunities for graduates of this Diploma program. The Hospitality industry consists of lodging and food and beverage operations and this program will prepare you to work in any of these settings. The program structure is a computer based learning model which allows students to spend the time they need to be successful in various areas of the curriculum. The Hospitality Industry is one of B.C.'s largest employers and the industry continues to grow. Along with your Diploma from MTI, when you graduate you will receive a certificate in Food Safe, a Serving It Right Certificate and 13 Certificates from the American Hotel and Lodging Association. The college also provides Guest Service Gold training, a new guest service training program developed by the Educational Institute that shows students how to achieve a new standard of exceptional service based on emotionally engaging with guests in memorable ways. MTI further enhances your training with a 28 week work experience in a hospitality setting. The type of work experience is dependent upon the economic situation within Vancouver and the hospitality industry at the time that the work experience is scheduled to occur. The co-op may be paid or unpaid.

Program Graduate Outcome Statements

Graduates of the MTI Community College Hospitality Management Work Experience Diploma Program will have the following entry-level competencies:

- Theoretical knowledge behind leadership, management, supervision, marketing and accounting concepts related to hospitality, club, convention facilities and understand the core concepts pertaining to the management of food and beverage in the hospitality industry
- Knowledge on how to provide superior service above the guest expectations in the areas of front office, housekeeping and food services
- Practical skills within the Hospitality Management Scope of Practice for British Columbia
- Professionalism as demonstrated by the ability to communicate and work collaboratively and professionally with professionals in the field
- Apply knowledge regarding risk management and the importance of safety equipment to loss-prevention management

ENTRANCE REQUIREMENTS:

Grade 12 or Mature Student Status,
Completion of a Criminal Record Check.
Domestic: Entrance Assessment;
International: Entrance Assessment or
IELTS 6.0 or equivalent and Math
Assessment or completion of MTI's
Introduction to Hospitality Certificate
Program

DIPLOMA REQUIREMENTS:

Overall Average of 60%. Must pass every
course in the program by the minimum
required mark of 60% except for MS Office
courses which must have a pass rate of 75%.

DIPLOMA PROGRAM

Full-time Program Duration 61 Weeks
*Excludes: Winter, Spring & Summer Term
Breaks*

Student Signature

Date

**Students will be required to submit all assignments in
electronic format and may be using e-textbooks.**

Course Title

Word Level 1 / Excel Level 1
Introduction to the Hospitality Industry
Front Office Procedures
Leadership and Management
Basic Hotel and Restaurant Accounting
Housekeeping Management
Marketing of Hospitality Services
Hospitality Supervision
Food & Beverage Management
Contemporary Club Management
Hospitality Facilities Management & Design
Convention Management & Service
World Host, Serving It Right
Food Safe, Bar Service, Guest Services Gold
Human Resources Management
Security & Loss Prevention Management
Work Experience 28 weeks
Career & Professional Development

